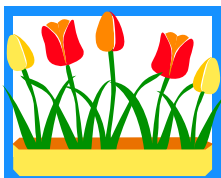


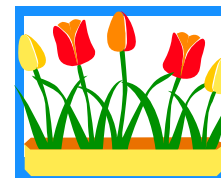
# REGION VII AGING SERVICES

***Cherry Schmidt, Regional Aging Services Program Administrator***

Serving: Burleigh, Morton, Kidder, Grant, McLean, Mercer, Sheridan, Sioux, Emmons, & Oliver Counties



## Spring 2007



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### **AGING SERVICES NEWSLETTER**

Please share this newsletter with a friend, co-worker, at your Senior Center, post on a bulletin board, etc. If you wish not to be on the mailing list for the newsletter, please contact **Cherry Schmidt** at **328-8787**. You are welcome to submit any news you may have regarding services and activities that are of interest to seniors in this region. **West Central Human Service Center** makes available all services and assistance without regard to race, color, national origin, religion, age, sex, or handicap, and is subject to Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1975 as amended. **West Central Human Service Center** is an equal opportunity employer.

### **MISSION STATEMENT**

In a leadership role, Aging Services will actively advocate for individual life choices and develop quality services in response to the needs of vulnerable adults, persons with physical disabilities, and an aging society in North Dakota.

*Region VII Newsletter  
compiled by WCHSC  
Aging Services*

*Layout & design by   
Peggy Krein, WCHSC*





## ***Vulnerable Adult Protective Services***

January 2007

### **Background:**

In 1989, the North Dakota Legislature passed the law authorizing the Department of Human Services to develop, administer, and implement a program of protective services for vulnerable adults. It seeks to prevent further abuse, neglect, or exploitation and promotes self-care and independence.

Each regional human service center has an Elder Services Unit that is responsible for vulnerable adult protective services, as well as other services.

### **State Law:**

**A vulnerable adult is defined as any person older than age 18, or emancipated by marriage who has a substantial mental or functional impairment.**

ND Century Code 50-25.2-03 states that any person who reasonably believes that a vulnerable adult has been subjected to abuse or neglect or observes conditions or circumstances that reasonably would result in abuse or neglect, may report the information to the Department of Human Services or to an appropriate law enforcement agency.

The law gives the department the right to assess and to provide or arrange the provision of adult protective services, if the vulnerable adult consents to and accepts the services. The department may pursue administrative, legal, or other remedies authorized by law, which are necessary and appropriate under the circumstances to protect a vulnerable adult who cannot give consent, and to prevent further abuse or neglect.

### **Did You Know:**

**Adult children, other family members, church communities, and other informal support systems help meet the needs of many people.** Individuals who receive vulnerable adult protective services often lack these informal supports.

### **Statistics:**

#### **Vulnerable Adult Services**

***October 2005 – September 2006***

- 466 New cases
- 318 Information and referral calls
- 203 Brief services (Required up to 2 hours of staff time to resolve. For example, helping a family locate needed services.)
- 430 Cases closed
- 6,471 hours spent on information and referral, brief services, and cases

#### **NOTES:**

- *A clarification in reporting occurred. Case data should not be compared to data prior to the 2003-2004 federal fiscal year.*
- *A new case does not mean a person has not been served before. Recidivism is common. Abilities change over time, and concerns about neglect or abuse may resurface.*

#### **Referral Reasons**

- 61% Self-neglect
- 19% Neglect
- 10% Abuse
- 10% Financial exploitation

#### **Referral Sources**

- 24% Agency
- 30% Medical/Home Health
- 16% Family
- 21% Community
- 5% Legal/Judicial
- 4% Self

#### **Priority of Request**

- 80% Non-emergency
- 7% Emergency
- 13% Imminent danger

## Vulnerable Adult Protective Services Demographic Data

*Oct. 2005 – Sept. 2006*

<b>General</b>	
74%	Age 60 and older
61%	Female
95%	Caucasian
3%	American Indian/Native Alaskan
<b>Marital Status</b>	
70%	Single/widow/widower
17%	Married
11%	Divorced
2%	Separated
<b>Living Arrangements</b>	
60%	Live alone
32%	Live with a spouse or other family member
8%	Live with non-relatives
<b>Alzheimer's &amp; Related Dementia</b>	
69%	Did not have dementia
31%	Do have some sort of dementia
<b>Reasons for Case Closure:</b>	
21%	Referred to another agency
16%	Moved out of the area, received protective arrangements, or died
16%	Client refused services
12%	Placed in long-term care facility
11%	Referred to home & community-based services
24%	Other

### **Adult Protection in Practice:**

- A **vulnerable adult has the right** to make decisions on his or her own behalf until he or she delegates responsibility voluntarily to another, or the court grants responsibility to another.
- **When interests compete**, a competent individual's decision supercedes community concerns about safety, landlord concerns about property, or family concerns about health or finances.
- **A person can choose** to live "in harm" or even self-destructively, if she or he is competent to choose, does not harm others, and commits no crimes. (Each year, about 15 percent of the people offered vulnerable adult protective services in N.D. refuse them.)

- Protection of vulnerable adults seeks to prevent further abuse, neglect, or exploitation and to promote self-care and independence.

### **How Calls Are Handled:**

When a Regional Human Service Center receives a call about suspected abuse or neglect of vulnerable adults:

- **Staff assess the situation** via phone to determine if an emergency exists.
- **Staff work with law enforcement.**
- If it is not an emergency, but requires more than providing information and referral, **staff may conduct a site visit** to assess the situation and assure appropriate services are offered.
- If appropriate, **staff may offer services** to the vulnerable person such as home-delivered meals, personal care assistance, respite care, or other services.

### **Human Service Center Contact Information:**

Bismarck	701-328-8888	888-328-2662
Devils Lake	701-665-2200	888-607-8610
Dickinson	701-227-7500	888-227-7525
Fargo	701-298-4500	888-342-4900
Grand Forks	701-795-3000	888-256-6742
Jamestown	701-253-6300	800-260-1310
Minot	701-857-8500	888-470-6968
Williston	701-774-4600	800-231-7724

### **Another Resource:**

North Dakota Senior Info Line

1-800-451-8693

[www.ndseniorinfo.com](http://www.ndseniorinfo.com)

***Produced January 2007***

*N.D. Department of Human Services*

*Aging Services Division*

***600 E Boulevard, Department 325***

***Bismarck N.D. 58505-0250***

***Phone: 701-328-4601 TTY: 701-328-3480***

[www.nd.gov/humanservices](http://www.nd.gov/humanservices)

## Dakota Center for Independent Living (DCIL)

Does your home need to be more accessible? Dakota Center for Independent Living (DCIL) advocates for community based services and training opportunities that assist people with disabilities to live more independently. Outreach services are provided in eighteen southwest and south central ND counties, and on the Standing Rock and the southern part of the Fort Berthold American Indian reservations. DCIL offers four core services which include; Information and Referral, Individual & Systems Advocacy, Independent Living Skills Training, and Peer Support.

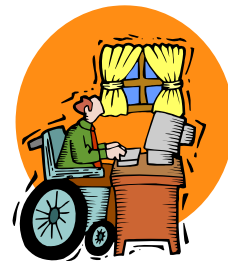
DCIL also partners with Community Action to complete an assessment of your home and provide recommendations that will make your homes more accessible. The accessible accommodations are funded through Community Action with their Helping HAND (Housing Across North Dakota) Grant Program. Whether you are building new, or own an existing home, there is money available. To qualify, clients' income must be below 80% of the median income. Helping HAND funds have been used for a variety of home improvements and accommodations, including items to make your home accessible. DCIL will assist with assessing your home for needed accessible accommodations such as ramps, porch lifts, chair lifts, grab bars, handrails, and provide recommendations to Community Action.



Along with the four core services, DCIL offers a number of other services, including assisting people to either remain in their homes and their community as they age, or moving back into the community setting after placement in a nursing home has occurred. This program is

called Home by Choice. Some people need 24-hour nursing care, and living in a nursing facility may be their choice. However, most people, either approaching their senior years or who may have a disability that necessitates nursing care, would prefer to live in their homes. These same people may not know how to go about this. DCIL can provide you information that will help you explore options, coordinate services and help you make a decision that is right for you; whether that decision means that you choose to live by yourself, with a friend, family member or Assisted Living/Nursing home.

If you would like more information on these two programs or any service provided by Dakota Center for Independent Living, please call (701) 222-3636 or 1-800-489-5013.



## Rehab Accessibility Program (RAP)

### *Supporting the Accessibility Needs of Households with Physical Disabilities*

#### **What is the Rehab Accessibility Program?**

The Rehab Accessibility Program (RAP) offers grant dollars for the renovation of properties occupied by lower-income North Dakotans with physical disabilities.

The assistance provided enables the qualifying tenants or homeowners to remove barriers and turn a house into an accessible and comfortable home.

#### **What kind of improvements can be made with RAP funds?**

Eligible improvements are those that address the accessibility needs of people with physical disabilities.

Examples of qualifying renovations include the installation of wheelchair ramps, audio and visual smoke detectors, chair lifts and door hardware.

### How do I receive a RAP application?

Phone: (701) 328-8080  
(800) 292-8621 (Toll Free)  
(800) 366-6888 (TTY)

Email: [info@ndhfa.org](mailto:info@ndhfa.org)

RAP information packets are also available online at [www.ndhfa.org](http://www.ndhfa.org).

### Submit completed application to:

North Dakota Housing Finance Agency  
1500 East Capitol Avenue  
PO Box 1535  
Bismarck, ND 58502-1535



*It's not what happened, it's how you think about what happened.*

*There is no objective way to tell you if you have had a good life, a good day, or a good hour. Your life is a success based upon your judgment.*

*"The question is not what you look at, but what you see."* Henry David Thoreau



## Senior Medicare Patrol Has Moved

North Dakota Center for Persons with Disabilities (NDCPD) at Minot State University was awarded the Senior Medicare Patrol (SMP) project. This is a three-year grant funded in part through the Administration on Aging (AoA). SMP projects train retired professional volunteers to help their peers become better health care consumers.

The SMP project provides products and services to ND seniors and people with disabilities that promote understanding of Medicare and Medicaid program benefits. Volunteers work to educate North Dakota Medicare and Medicaid consumers about the importance of reviewing their Medicare notices to identify billing errors, as well as potentially fraudulent activity. Program volunteers also encourage seniors to make inquiries to the SMP project when such issues are identified, so that the project may ensure appropriate resolution or referral.

If you are interested in one-on-one or group training sessions, becoming a volunteer, or would like further information about what you can do to protect yourself, your family, and your neighbors from Medicare and Medicaid fraud and abuse, contact Linda Madsen, Project Director or Heather Lee, Training and Volunteer Coordinator at 1-800-233-1737.

<http://ndcpd.misu.nodak.edu/smp/index.shtml>



## Make Your Home Safer

**4** things **YOU** can do to prevent falls:

1. Begin a regular exercise program.
2. Have your health care provider review your medicines.
3. Have your vision checked.
4. Make your home safer.



About half of all falls happen at home. To make your home safer:

- Remove things you can trip over (like papers, books, clothes, and shoes) from stairs and places where you walk.
- Remove small throw rugs or use double-sided tape to keep the rugs from slipping.
- Keep items you use often in cabinets you can reach easily without using a step stool.
- Have grab bars put in next to your toilet and in the tub or shower.
- Use non-slip mats in the bathtub and on shower floors.
- Improve the lighting in your home. As you get older, you need brighter lights to see well. Hang lightweight curtains or shades to reduce glare.



- Have handrails and lights put in on all staircases.
- Wear shoes both inside and outside the house. Avoid going barefoot or wearing slippers.

(Department of Health and Human Services / Centers of Disease Control and Prevention / MetLife Foundation)

## May 2007 Older Americans Month

The Administration on Aging (AoA) announced Older Americans: ***"Making Choices for a Healthier Future"*** as the theme for Older Americans Month 2007.

### ***History of Older Americans Month***

When Older Americans Month was established in 1963, only 17 million living Americans had reached their 65th birthdays. About a third of older Americans lived in poverty and there were few programs to meet their needs. Interest in older Americans and their concerns was growing, however. In April of 1963, President John F. Kennedy's meeting with the National Council of Senior Citizens served as a prelude to designating May as "Senior Citizens Month."

Thanks to President Jimmy Carter's 1980 designation, what was once called Senior Citizens Month, is now called "Older Americans Month," and has become a tradition.

Historically, Older Americans Month has been a time to acknowledge the contributions of past and current older persons to our country, in particular those who defended our country. Every President since JFK has issued a formal proclamation during or before the month of May asking that the entire nation pay tribute in some way to older persons in their communities. Older Americans Month is celebrated across the country through ceremonies, events, fairs and other such activities. (article copied from [www.aoa.gov](http://www.aoa.gov))



***After a certain number of years, our faces become our biographies.*** Cynthia Ozick



## Fact Sheet January 2007

# Long Term Care Ombudsman Program

Serving residents of long term care facilities in North Dakota

## Background:

- The Long Term Care Ombudsman Program's mission is to serve as an advocate for people who are elderly and people with disabilities who reside in long term care facilities.
- The office of the North Dakota State Long Term Care Ombudsman has existed for over 25 years and is under the direction of the Aging Services Division of the N.D. Department of Human Services.

## Ombudsman Role:

- **Advocates** for people who are elderly or who have disabilities and who live in long term care facilities.
- **Receives, investigates, mediates, and resolves** complaints affecting residents of long term care facilities.
- **Answers** questions and **provides** information and referral services.
- **Educates** people about long term care issues, services, and options.
- **Educates** residents and their families, and facility staff about residents' rights and self advocacy.
- **Coordinates** efforts with other agencies and organizations concerned about residents in long term care facilities.
- **Identifies** issues and problem areas and **recommends** changes in laws, rules, policies, and procedures.

## Serves:

### People living in:

- Skilled Nursing Facilities (nursing homes)
- Basic Care Facilities
- Swing Bed Facilities
- Sub-Acute and Transitional Settings in Hospitals
- Assisted Living Facilities

**Relatives and friends** of people living in long term care facilities.

**Employees and administrators** of long term care facilities.

**Regulatory and certification agencies**, other agencies, and the **general public**.

## Problems An Ombudsman Typically Handles:

- **Problems related to the rights of residents of long term care facilities**  
These rights relate to freedom from abuse, neglect, exploitation, and restraints; personal privacy, dignity and respect, visitors, admission policies, cost of care information, protection of funds, involvement in health care decisions, transfers and discharges, participation in groups and activities, filing grievances and complaints, and other matters.
- **Concerns about care or treatment provided**  
These usually relate to admission, health services, drugs, food, patient funds, transfers, or discharge policies.

## N.D. Ombudsman Program Data

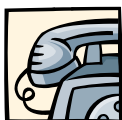
### Fiscal Year 2006

Data relates to long term care nursing facilities, basic care facilities, and assisted living facilities

Number of licensed nursing facilities	83
<i>Number of beds</i>	6,384
Number of swing bed units	39
<i>Approximate number of beds</i>	863
Number of basic care facilities	51
<i>Number of beds</i>	1,511
Number of assisted living facilities	55
<i>Number of units</i>	1,836
Number of verified complaints received by Ombudsman Program	879
Number of complainants	798
The majority of concerns dealt with systems and issues such as guardianship, power of attorney, wills, family conflict or interference, etc.	235

## State Units On Aging Are Required To:

- Establish and operate a Long Term Care Ombudsman Program to investigate and resolve complaints on behalf of residents of long term care facilities.
- Review and comment on federal, state, and local laws, regulations, and policies regarding long term care facilities.
- Provide information to public agencies about issues and problems of people living in long term care facilities.
- Establish a procedure to ensure confidentiality of information and files maintained by the Ombudsman Program.



**Another Resource:**  
**ND Senior Info Line**

**1-800-451-8693**

**[www.ndseniorinfo.com](http://www.ndseniorinfo.com)**

**Revised January 2007**

*N.D. Dept. of Human Services  
Aging Services Division*

600 E Boulevard Avenue Dept 325  
Bismarck, ND 58505-0250  
(701) 328-4601 / TTY (701) 328-3480  
E-mail: [dhsaging@nd.gov](mailto:dhsaging@nd.gov)

## Contact An Ombudsman:

**Helen L. Funk, LSW**

State Long Term Care Ombudsman

600 E Boulevard, Dept. 325

Bismarck, ND 58505-0250

701-328-4617 or 1-800-451-8693

Serves **Bismarck** and these counties: Burleigh, Emmons, Grant, Kidder, McLean, Mercer, Morton, Oliver, Sheridan, and Sioux

**Bryan Fredrickson, LSW**

Regional Ombudsman

Southeast Human Service Center

2624 9th Ave. SW, Fargo, ND 58103-2350

701-298-4413 or 1-888-342-4900

Serves **Fargo** and **Jamestown** and these counties: Barnes, Cass, Dickey, Foster, Griggs, LaMoure, Logan, McIntosh, Ransom, Richland, Sargent, Steele, Stutsman, Traill, and Wells

**Kim Helten, LSW**

Regional Ombudsman

Lake Region Human Service Center

200 Hwy 2 SW, Devils Lake, ND 58301

701-665-2269 or 1-888-607-8610

Serves residents of **Devils Lake** and **Grand Forks** and these counties: Benson, Cavalier, Eddy, Grand Forks, Nelson, Pembina, Ramsey, Rolette, Towner, and Walsh

**Michelle Jacob, LSW**

Regional Ombudsman

North Central Human Service Center

400 22nd Ave. NW, Minot, ND 58703

701-857-8582 or 1-888-470-6968

Serves **Minot** and **Williston** and these north central and northwest region counties: Bottineau, Burke, Divide, McHenry, McKenzie, Mountrail, Pierce, Renville, Ward, and Williams

**Mark Jesser, LSW**

Regional Ombudsman

Badlands Human Service Center

200 Pulver Hall, Dickinson, ND 58601

701-227-7557 or 1-888-227-7525

Serves **Dickinson** and these counties: Adams, Billings, Bowman, Dunn, Golden Valley, Hettinger, Slope, and Stark

# ND Family Caregiver Support Program

Hello, I would like to introduce myself as the new Family Caregiver Coordinator for Region VII. My name is LeAnne Thomas and I am looking forward to working with the area seniors and the Family Caregiver Support Program. I came into the position with some experience, as I had been coordinating the program in Fargo for the last year. My husband, Scott, and I are originally from the Bismarck-Mandan area, so it has been a heart-warming homecoming. We feel that it is a wonderful community in which to raise our 1-year-old son, Chandler. I look forward to meeting each of you. Please feel free to contact me at 701-328-8776 or 1-888-328-2662.

LeAnne Thomas, Family Caregiver Coordinator



## Proactive Caregiving

We all have lessons to learn throughout our lifetimes. Life evolves and sometimes our journey takes us through turbulent waters and other times the waters remain still. These journeys become a part of us and make us who we are. We are here to learn from one another and through these lessons we can heal our relationships and sometimes ourselves.

Becoming a family caregiver for someone you love is one of those heart wrenching and at times enlightening life lessons. Your role as a family caregiver can happen abruptly or creep in slowly-unnoticed until one day you realize you are caring more for someone else than you are for yourself.

You find yourself beginning to struggle with the day to day demands, and somewhere along the way you realize you have lost your identity and have allowed the caregiving role to define who you are. Your new role as a family caregiver can become as frightening as the initial diagnosis. **The journey can be difficult when traveled alone; however, it does not have to be that hard and you do not and should not have to travel the road alone.**

**Advocating for Your Family:** National Family Caregiver Association (NFCA) encourages and stresses the importance of arming yourself with vital information regarding your loved one's diagnosis and treatment options. Having the proper information is the gold standard in achieving the ability to advocate for your loved one and developing strong self advocacy skills. By keeping the goal of receiving quality healthcare and making it a priority, you can avoid future medical problems and create a superior quality of life for all involved.

**Believe in Yourself:** NFCA stresses the importance of trying to maintain a positive attitude by recognizing your strengths and limitations. By believing in yourself and recognizing your strengths and limitations, it will go a long way in your ability to set goals and boundaries for yourself and for your loved one.

**Protect Your Health:** It is critically important to maintain your physical and emotional health and well being – if you don't who will? Your good health is the greatest gift you can give your loved one and your entire family.

**Reach Out for Help:** Reaching out and asking for help is never a sign of weakness, rather it demonstrates strength and a keen awareness of your own abilities and sense of self.

**Public Policy Issues:** Family caregivers have been invisible and silent far too long. NFCA works hard to give a collective voice to all family caregivers and supports the development of sound public policies which can support caregiving families nationwide.

At NFCA, we realize first hand that caregiving can be difficult because most of us are current or former family caregivers. We understand that family caregiving requires the constant juggling of work, family life and maintaining our own autonomy. Without the adequate support, information, education and training, we cannot possibly maintain and continually meet the needs of our entire family. NFCA wants all family caregivers to recognize and understand that family caregiving does not have to be so hard, and realize there are vital life skills you can incorporate into your life to reduce the stress and strain that caregiving can generate. By improving and developing strong family caregiving skills from the start, it can go a long way to encouraging a more positive outlook for your family's future and create the wonderful quality of life of which you have an inherent right to and deserve. *Reprinted from Proactive Caregiving with permission of the National Family Caregivers Association, Kensington, MD, the nation's only organization for all family caregivers. 1-800-896-3650; <http://www.thefamilycaregiver.org/>*



## **Region VII Regional Council Meeting**

**Hosted by Burleigh County Senior Adults Program**

May 10, 2007  
11:00 am – 3:30 pm  
Bismarck Senior Center  
(315 North 20th Street)

Registration is from 11:00 – 11:30 with lunch at 12:00 noon. The following activities or speakers are scheduled for the day:

- Entertainment – Elsbeth Rakow on the piano
- Welcome and Updates - Cherry Schmidt, Region VII Aging Services Program Administrator, WCHSC
- Updates from the 2007 Legislative Session – Aging Services Division, Department of Human Services
- ND Family Caregiver Support Program update - LeAnne Thomas, WCHSC
- Legal Services of ND
- Door Prize – Kidder-Emmons Senior Services
- Coffee and Cookies – Burleigh County Senior Adults Program

### **PLEASE NOTE:**

**A Title III meal will be served, the suggested contribution for participants age 60 and over is \$3.00, under age 60 the cost is \$5.50. Call 258-9276 by May 9<sup>th</sup> to reserve a meal. See you there!!**

# Telephone Numbers to Know

## **Regional Aging Services Program Administrators**

<b>Region I:</b>	Karen Quick	1-800-231-7724
<b>Region II:</b>	MariDon Sorum	1-888-470-6968
<b>Region III:</b>	Donna Olson	1-888-607-8610
<b>Region IV:</b>	Patricia Soli	1-888-256-6742
<b>Region V:</b>	Sandy Arends	1-888-342-4900
<b>Region VI:</b>	Russ Sunderland	1-800-260-1310
<b>Region VII:</b>	Cherry Schmidt (local: 328-8787)	1-888-328-2662
<b>Region VIII:</b>	Mark Jesser	1-888-227-7525

## **ND Family Caregiver Coordinators**

<b>Region I:</b>	Karen Quick	1-800-231-7724
<b>Region II:</b>	Theresa Flagstad	1-888-470-6968
<b>Region III:</b>	Kim Helten	1-888-607-8610
<b>Region IV:</b>	Raeann Johnson	1-888-256-6742
<b>Region V:</b>	Laura Fischer	1-888-342-4900
<b>Region VI:</b>	CarrieThompson-Widmer	1-800-260-1310
<b>Region VII:</b>	LeAnne Thomas	1-888-328-2662
<b>Region VIII:</b>	Michelle Sletvold	1-888-227-7525

## **Long-Term Care Ombudsman Services**

<b>State Ombudsman:</b>	Helen Funk	1-800-451-8693
<b>Region I &amp; II:</b>	Michelle Jacob	1-888-470-6968
<b>Region III &amp; IV:</b>	Kim Helten or Donna Olson (701-665-2200) OR	1-888-607-8610
<b>Region V &amp; VI:</b>	Bryan Fredrickson	1-888-342-4900
<b>Region VII:</b>	Helen Funk	1-800-451-8693
<b>Region VIII:</b>	Mark Jesser	1-888-227-7525

## **Vulnerable Adult Protective Services**

<b>Region I &amp; II:</b>	MariDon Sorum	1-888-470-6968
<b>Region III:</b>	Ava Boknecht, Kim Helten, or Donna Olson	1-888-607-8610
<b>Region IV:</b>	Message Line	1-701-795-3176
<b>Region V:</b>	Sandy Arends	1-888-342-4900
Direct referral may be made to Cass County Adult Protective Services unit: 1-701-241-5747.		
<b>Region VI:</b>	Russ Sunderland	1-701-253-6344
<b>Region VII:</b>	Cherry Schmidt or Sheila Lindgren, 1-888-328-2662 or 1-701-328-8888	
<b>Region VIII:</b>	Mark Jesser	1-888-227-7525

## **Other**

Aging Services Division and Senior Info Line:		1-800-451-8693
AARP: (1-888-OUR-AARP)		1-888-687-2277
ND Mental Health Association (Local):		1-701-255-3692
Help-Line:		1-800-472-2911
IPAT (Assistive Technology):		1-800-265-4728
Legal Services of North Dakota:		1-800-634-5263
or (age 60+):		1-866-621-9886
Attorney General's Office of Consumer Protection:		1-701-328-3404 1-800-472-2600
Social Security Administration:		1-800-772-1213
Medicare:		1-800-633-4227
Senior Health Insurance Counseling (SHIC) ND Insurance Department:		1-701-328-2440
Prescription Connection:		1-888-575-6611
Alzheimer's Association:		1-701-258-4933 1-800-232-0851

**Cherry Schmidt**  
**Regional Aging Services Program Administrator**  
**West Central Human Service Center**  
**1237 W. Divide, Suite 5**  
**Bismarck, ND 58501-1208**

Phone: 1-701-328-8888  
Toll Free: 1-888-328-2662  
Fax: 1-701-328-8900

**To:**

**May is Older Americans Month:  
“Making Choices for a Healthier Future”**



## **Upcoming Events**

- |  |   |
|--|---|
| * <b>Regional VII Council Meeting:</b>                 | <b>May 10, 2007</b>                       |
| * <b>Senior Wellness</b> (more information to follow): | <b>August 16, 2007 (Ramkota-Bismarck)</b> |
| * <b>Alzheimer's Association Memory Walk:</b>          | <b>September 22, 2007</b>                 |